

Grenfell Fire Response News

7 July 2017
Issue No: 13

Community meeting held at the Al Manaar Cultural Centre

A Community Public Meeting was held at the Al Manaar, Muslim Cultural Heritage Centre, with members of the local community, faith leaders, representatives of the Grenfell Fire Response, Met Police, London Fire Brigade and Disaster Victim Identification teams.

We will share information and questions raised at the meeting with responses in an extended newsletter tomorrow. We will bring further information back to the next community meeting on Wednesday 12 July.

This was the first of a series of meetings that will be held to share information and to answer questions directly about the fire and the response of services. If you have suggestions of what should be included in future meetings please contact communityengagement@grenfellresponse.org. Meetings are open to the public, so please do come along or invite people from the Lancaster West estate you think would like to come.

The next meeting will be on Wednesday 12 July from 6pm to 7.30pm at St. Clement's Church.

Residents Association meeting last night

The Lancaster West Residents Association held a meeting at Latymer Community Church. Residents met with Sir Martin Moore-Bick, the Chair of the Grenfell Public Inquiry and Public Health England, along with members of the local community.

Love for Grenfell

The tube station heart-shaped tribute to the Grenfell fire victims will soon adorn the hoarding covering the site of the disaster.

The logo, which is a symbol of solidarity and compassion for everyone affected by the tragedy, will be interspersed by art from local residents.

Schools and community groups will be encouraged to put their art forward for inclusion on the boarding.

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What is this newsletter for?

This is the thirteenth edition of the Grenfell Fire Response Team newsletter. We want to keep you up to date with all the latest information and services available to help.

The newsletter is also available in Arabic and Farsi languages. For up to the minute info, please follow us on Twitter @ **grenfellsupport** and on Facebook at **facebook.com/grenfellsupport** or visit **www.gov.uk**

New taskforce to help RBKC manage recovery

The new Leader of RBKC council has asked for government help to support the recovery following the fire. A new government Task Force will now be put in place and will focus on key services such as housing, regeneration and community engagement.

Sajid Javid, Secretary of State for Communities said: "The scale of the recovery effort needed on the Lancaster West estate in the months to come cannot be underestimated. Support to survivors, the families and friends of those who lost their lives and residents in the wider community must and will be ongoing. The challenge of providing that support is and will continue to be significant. I want to help the council meet that challenge."

"As well as providing that immediate support, we must have an eye to the future. This intervention is putting in place the foundations that will support the longer term recovery."

Further details of the Task Force will be announced in the near future.

Housing update

Everyone who has been made homeless by the fire has received an offer of accommodation.

Of the 158 assessments we carried out, 139 families have received offers. Due to particular circumstances of individual families 19 assessments are still on-going.

We are working hard on moving families and individuals from hotels into temporary and longer term accommodation every day. We understand that process is far from easy for people who lost their home and that people need to be sure the property being offered is right for them.

Accepting a new temporary home isn't a decision to be rushed and housing officers will talk through the options with affected residents, and they won't be forced into a property that isn't right for them. We assure people that:

- Everyone whose home was destroyed in the fire will be offered a temporary home in the Royal Borough of Kensington and Chelsea or a neighbouring borough.
- Accepting an offer of temporary accommodation will in no way affect their rights to permanent social housing.
- No one will be made intentionally homeless. We will make sure that the temporary home offered is right for each individual family.
- Accepting an offer of a temporary home will not affect their benefits in any way.

If further support is needed please call **0800 458 9472** or visit the Westway Sports & Fitness Centre between 10am and 8pm at 1 Crowthorne Road, W10 6RP. Residents can also call the housing line for more information on **020 7361 3008**.

What help is on offer?

Any family and friends concerned about their loved ones are asked to contact the Metropolitan Police on **0800 032 4539**.

Other important contacts

Bereavement support: Call the Freephone helpline on **0808 808 1677** or email helpline@cruse.org.uk. The line is open 24 hours a day.

Replacement UK passports, visas or immigration queries
Call our advice line on **0300 222 0000**. The line is open 24 hours.

Air quality and smoke exposure: If you have concerns about any symptoms, please see your doctor or call NHS **111**.

NHS Mental health support: Call **0800 0234 650** or email cnw-tr.spa@nhs.net for mental health support. The line is open 24 hours a day.

Victim support: Call **0808 1689 111** for practical and emotional support, or visit victimsupport.org.uk. The line is open 24 hours a day.

You can also get physical and mental support at the Assistance Centre, Westway Sports & Fitness Centre, Crowthorne Road, W10 6RP, open from 10am to 8pm. Find out more by calling **07712 231 133**.

You can also call the Red Cross helpline on **0800 458 9472**. The line is open from 8am to 8pm.

For regular updates please follow us on Twitter at [@grenfellsupport and on Facebook at \[facebook.com/grenfellsupport\]\(https://facebook.com/grenfellsupport\), or visit \[www.gov.uk\]\(http://www.gov.uk\)](https://twitter.com/grenfellsupport)

New Home Office immigration amnesty

The government has announced a 12 month immigration amnesty for survivors of the Grenfell Tower fire. This will allow those directly affected by the fire to be granted a period of lawful residence within the UK and gain full access to the support and assistance on offer to them. This government action is designed to give reassurance to those who may not have come forward because of their immigration status.

Those wanting to access the amnesty can speak to our specialist Home Office team at the West Way Sports and Fitness Centre from 10.00am to 8.00pm. Translators are available and friends and family members are encouraged to attend with those who need help.

Public Inquiry consultation

Sir Martin Moore-Bick, the Chair of the Grenfell Public Inquiry, has launched a consultation on the terms of reference of the inquiry. Anyone is invited to submit a response and those affected by Grenfell are particularly encouraged to express their views. All responses will be considered and a recommendation will be submitted to the Prime Minister, who will take the final decision on the terms of reference. The consultation will run until July 14th 2017 and the response document is available here: www.grenfelltowerinquiry.org.uk/news/grenfell-tower-inquiry-seeks-views-work/

Financial assistance

As of 12 midday on 5 July, the total amount of financial assistance provided to families is £3,455,544. This includes a £500 cash payment for those over 16 and £5,000 per household delivered through DWP into bank accounts or similar in a single payment, along with discretionary payments made by the Royal Borough of Kensington and Chelsea. 117 households have accessed the £5,000 payment so far.

From Saturday, residents of Grenfell Tower and Walk who have not yet accessed either the £500 or £5000 fund and wish to can do so at the Westway Centre.

No action against anyone sub-letting homes

Any tenants of Grenfell Tower and Grenfell Walk who were sub-letting their home have been asked to come forward and provide information on who might have been in their flats on the night of the fire. This will help the authorities understand who was in the building and identify anyone still missing. The Government has confirmed that anyone who was unlawfully sub-letting their home will not be charged or prosecuted.

Anyone with information should call **0800 032 4539**.

The Home Office will not carry out immigration checks on those coming forward to provide information.

Mental health support from the NHS

Support for anyone suffering emotional distress or mental health issues is available. People may be feeling understandably strong emotional reactions to the events. Feelings of guilt for example are not uncommon following traumatic events such as this.

If you or someone you know is finding it difficult to come to terms with the Grenfell Tower fire, please call the NHS mental health support line on **0800 0234650**.

Boiler installation update

The boiler which provided hot water and heating to Grenfell Tower and local properties was destroyed by the fire. A new, temporary boiler has now been fitted as a short to medium-term solution and the hot water supply has been restored.

Transport update

The free shuttle bus service operating between the Community Assistance Centre and the hotels temporarily rehousing large number of families will now operate as a stand-by service in case there is a need for urgent assistance.

If anyone requires the use of a bus call **0344 251 0160** with details of the journey and times, and they will do their best to help you. The line is open 24 hours a day.

Frequently asked questions

How long will the Westway assistance centre be open?

The Westway assistance centre will remain open for the foreseeable future. We're speaking to people who've been directly affected by the fire at Grenfell Tower to find out what support they need, when they need it and where the best place is for them to access it. We will then decide how to deliver the services and support needed.

Will victims have to pay for outstanding utility bills?

The Government and utility companies have announced a package of support for Grenfell victims across energy, water and telecommunications. This includes suppliers agreeing to write off outstanding utility bills for victims of the fire, and the support comes on top of the £5 million fund to pay for emergency supplies, food, clothes and other costs. Further details can be found online at <https://goo.gl/yhcniU>

How can people find their post?

Mail for Grenfell Tower can be collected from Royal Mail's West London Delivery Office, Unit 20-23, West London Delivery Office, Premier Park Road, NW10 7NZ (open Mon to Fri 8am to 2pm and Sat 8am to 1pm). Mail collection is also available by prior arrangement on Monday, Wednesday and Friday from the Royal Mail desk at the Westway Sports Centre.

Please call **01752 387055** to make a mail collection arrangement. ID is required to collect your mail.

Where should people call with information about missing people?

If anyone needs to report a missing person or report information, please use the new incident room number at **0800 032 4539**.

I've lost my passport in the fire and don't know what to do?

If your passport, British Residence Permits, nationality, birth and marriage certificates or visas have been destroyed as a result of the Grenfell Tower Fire, then help is still available to you.

You can meet with an advisor at the Westway Sports & Fitness Centre, Crowthorne Road, W10 6RP or call the 24 hour advice line on **0300 222 0000** to arrange for a call back by a member of the visa and passport team.

Will my eligibility for benefits be affected if I receive the £5,500?

The Department for Work and Pensions have said that your income-related benefits won't be affected by payments from the fund. Other benefits, such as Personal Independence Payments, won't be affected either and any payments from the emergency fund will not be taxed.

What evidence should I bring if I want to apply to the new Home Office immigration amnesty?

If you have been affected by the fire and have lost your valuable documents, such as a passport, ID card, Biometric Residence Permit or letter from the Home Office, then we can help you. Please bring any evidence to show that you lived at Grenfell Tower or close to it at

the time of the fire to the Westway Centre and a member of the team can help you to get replacements. This could be a utility bill, bank statement or benefits letter.

When do I have to access the scheme by?

Residents who think they might meet the eligibility criteria need to register their interest with Home Office staff at the Westway Sports and Fitness Centre by **31 August 2017**.

For all other contacts, please consult our leaflet.

Tower movement updates

Grenfell Tower is continually being monitored for structural movement, to ensure the safety of those working inside the tower and those living and working in the local area. There is no risk to the general public or those living and working close to the tower.

The building is expected to move slightly following the heat of the fire. A threshold of 5 millimetres movement in any direction was agreed with the Health and Safety Executive and structural engineers.

There is also an on-site alarm system which alerts people within the tower should the 5mm threshold of movement be breached.

Newsletter available in Arabic and Farsi

This newsletter is available in Arabic and Farsi. Pick up your copy at the Westway assistance centre or online.